

**CROHN'S &  
COLITIS UK**

**Helpline Officer  
(maternity cover)**

April 2026



# Thank you for your interest in working with us here at Crohn's & Colitis UK.

We're the UK's leading charity for Crohn's and Colitis. Right now, over 500,000 people in the UK are living with a lifelong disease that many people have never heard of. Because of the stigma and misunderstanding that surrounds these diseases, thousands of people are suffering in silence. But they are not alone. We're here for them.

It's an exciting time to be part of our team as we work together to shape the future of the charity and improve the lives of everyone living with Crohn's and Colitis.

There is currently no cure for these chronic conditions with one in three people diagnosed before they are 30.

Our mission is to stand alongside every person affected by Inflammatory Bowel Disease, ensuring their voices are heard, their challenges are understood, and their needs are addressed.

At Crohn's & Colitis UK, we are proud of our achievements - from funding groundbreaking research to raising awareness and normalising conversations about bowel health. We have built strong foundations through collaboration with healthcare professionals, policymakers, and research partners, and we continue to lead the charge for better care and support.

We know that living with a lifelong illness is about much more than managing physical symptoms. It impacts every aspect of life and our work ensures people with Inflammatory Bowel Disease can access quality healthcare and support, when and where they need it, so they can focus on living better lives.

Our promises to the Crohn's and Colitis community are outlined on the next page and you'll find more about our values, commitments, and what we're looking for further in this job pack.

If you like the sound of us, good luck with your application and we look forward to hearing from you soon.

**Marianne Radcliffe**  
Chief Executive  
Crohn's & Colitis UK



# Our Vision

A world without Crohn's and Colitis.

# Our mission

We inform, empower and unite our community so people living with Crohn's and Colitis can lead better lives.

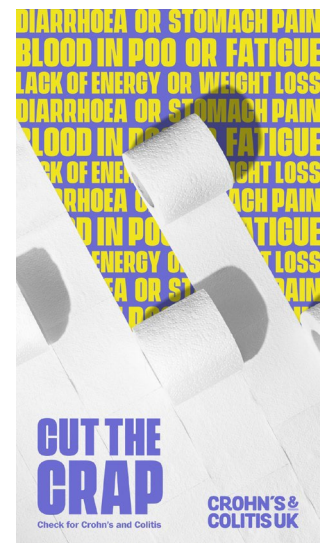
Founded in 1979 as a patient organisation, we've been there for people affected by Crohn's and Colitis when it matters, playing an instrumental part in providing support, increasing public awareness, and campaigning. But we're not finished yet. Here's a snapshot of our work:



## Campaigning

Every year, 25,000 people are diagnosed with Crohn's or Colitis. But we know that more than a quarter have waiting for a diagnosis for over a year. Nearly half end up in A&E while waiting for a diagnosis. Delays to diagnosis affect people's ability to continue education and work, limits their treatment options and increases their risk of being hospitalised or needing emergency surgery. Our research showed that people aged 18-34 experiencing Crohn's or Colitis symptoms are less likely to visit their GP.

Our Cut the Crap public awareness campaign was created to explain what to look out for and to direct people towards our online symptom checker, where they can check in just 30 seconds whether they should see their doctor. Through our Cut the Crap Campaign, we're working with politicians and policy makers to make early diagnosis a reality: We are also working with healthcare professionals and health leaders to ensure people who are suspected of having one of the conditions are appropriately prioritised for diagnosis and receive the best possible treatment. Since its launch over 250,000 people have used our symptom checker.



## Advocacy

We campaign for a better quality of life for people with Crohn's and Colitis. And we speak up on issues from employment to health policy, and from transport to toilets. We work with the NHS to benchmark and improve standards of care, using the findings as a launchpad for our discussions with health leaders and governments to change things for the better.

## Services

Each year, our helpline team respond to thousands of queries via email, phone, social media, and live chat. We provide up-to-date, evidence-based information and can support you to live well with Crohn's or Colitis.

“ I feel confident, regardless of the outcome, I can live life well. It was a seriously life-changing call. I am deeply thankful! They referred me to relevant parts of your website and empowered me to know when to reach out to my GP. ”

“ On all occasions I've contacted them, they've helped me understand my disability better, thank you. ”

## Our commitments

We're dedicated to our mission. We innovate and adapt to ensure we are finding new and improved ways to make a real difference to the lives of people with Crohn's and Colitis. For over forty years, we've supported the community and shaped the conversation about Crohn's and Colitis. We continue to be here to give people affected by Crohn's and Colitis hope, comfort, and confidence. We make their voices heard and help them live freer, fuller lives.

As we grow our ambitious plans, we are making strides to become fully inclusive in our approach and have commenced an anti-racism programme alongside our recently reviewed EDI policy. You can take a look at this, along with our public statement [www.crohnsandcolitis.org.uk/edi](https://www.crohnsandcolitis.org.uk/edi).

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It's a pleasure to be a member of the EDI working group. Involving a diverse range of people in all areas of our work is vital. It helps ensure the research and services we fund helps all sections of our community. The focus being placed on diversity and inclusion by Crohn's & Colitis UK is both timely and important.

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## The future

As we look forward, the charity is in great shape to do even more for our community. Our income has been steadily rising since 2021, with an income of over £8M in 2025. We are investing in a new ambitious strategy; have a great social media following and have maximised our digital platforms with an updated website, in line with a brand refresh.

A great strength of the charity is our amazing supporter base who are powerful advocates for change. They get involved through our membership, fundraising, campaigning or following our social media channels.

Our community is at the center of Crohn's & Colitis UK. Their support and insight help us build an evidence base that meets our ambition and turbo charges our aspiration to grow public awareness and deliver system change. We have made a start but there is much more to do and the opportunity to shape our delivery plans.

### So, what can you expect as we embark on this journey?

Despite our long history, this is a period of exciting change for Crohn's & Colitis UK. We need a strong, adaptable, and resilient team of individuals to help drive our work forward and create a step change for people with Crohn's and Colitis. It's a bright, ambitious future and you could be part of it



# How we work

Our values are fundamental to how we treat our staff and supporters, shaping everything we do and underpinning our decision-making. This is how we make sure we're there for people who need us.

If you're ambitious, compassionate, and believe in the power of uniting to be stronger together, we might just be the place for you.



Every day we strive to make the greatest impact possible on the lives of people with Crohn's and Colitis. We are experts in our field and work hard to make a difference - we are relentless in striving for improvement.



We are rooted in empathy and kindness. We're there for everyone living with Crohn's or Colitis, and when people turn to us for information and support, we listen.



We're a community, and we work together with the aim to help people support themselves. We learn from everyone we work with, and we are always looking for new ways to collaborate and develop together.

With our values in mind, we are naturally committed to equality, diversity, and inclusion (EDI). We're working hard to reduce and remove barriers to working here, guided by industry best practice and our recently reviewed EDI Policy.

We value equality and want to make sure we get the best person for the job every time so want to hear from people of all backgrounds and with a range of experiences.

## Are You IN?

We lead by example in our approach, committing to support people with invisible disabilities and conditions like Crohn's and Colitis.

One of the ways we do this is through our Are you IN? programme, committing to:

- Educate all employees on invisible conditions, specifically, Crohn's and Colitis.
- Empower managers, HR, and people living with invisible conditions and disabilities to talk with confidence.
- Enable access and install Not Every Disability is Visible accessible toilet signs in our company accessible toilets



# Looking after our staff

## Pay and progression

We review all salaries annually, based on lots of factors. We look at an individual's contribution and development against our competency framework, cost of living, and market benchmarking.

We're committed to the training and development of our employees. We have a performance review and development scheme designed to help all staff develop in their roles and budget is available for training related to each role or progression. Financial support and/or study leave may also be offered to individuals where appropriate.

## Giving you options

We are based in Hatfield, Hertfordshire, so we are easily accessible by road and rail.

In this role, there is plenty of scope for a hybrid approach working from home, although there will be times when you will need to be at face-to-face meetings with your team or our partner agencies. There is a requirement for you to attend a minimum of 12 in person days a year, including 2 Directorate meetings, 2 Team Days and 2 of the charity's mandatory 'All Staff Together' days for the remainder of 2026. These will take place in our Hatfield office or a location in London. In addition, you may attend optional monthly Helpline team days.

For staff who work out of the Hatfield office regularly, we know that routine travel to and from work can be expensive and you may want to buy annual tickets to reduce this cost. We offer an interest free loan for season tickets, repaid directly from your salary each month and our cycle to work scheme lets staff buy a bike in installments so you can travel in the way that best suits you. Our office provides free parking and secure bike locks.

## Your wellbeing as a priority

All staff have access to our Employee Assistance Programme which provides training, information, and counselling sessions for a range of issues both inside and outside of work. This free, confidential service is available by phone and online 24 hours a day, 7 days a week, 365 days a year.

Our wellbeing programme consists of events for all staff, exploring mental health and wellbeing-boosting activities in a safe, supportive environment.

These activities are supported by our Wellbeing Policy which outlines best practice and prioritises the mental health and wellbeing of our staff.



# The role

**Job Level:** Core 2

**Reports to:** Helpline Senior Officer

**Hours:** Part-time, 28 hours per week

**Duration:** Maternity cover, fixed term contract

**An enhanced DBS check is required for this role**

## Overall Purpose

Provide an individual, evidence-based, up-to-date response to people contacting Crohn's & Colitis UK's Helpline service in accordance with the Charity's policies and procedures.

To deliver the highest quality service to ensure that everyone who contacts the service feels that they have had a positive experience of Crohn's & Colitis UK.

## Job Responsibilities

### 1. Working as part of the Helpline Team to:

- Respond to enquiries via telephone, email, LiveChat, social media, letter (and other channels as required) and provide individual, evidence-based, responses, on a range of subjects related to Crohn's and Colitis
- Support delivery of the service on a rota basis and provide cover for colleagues as required
- Ensure that the team creates accurate and timely records about each interaction on the CRM, in line with our agreed processes
- Work within, and input to, the policies and processes in place for the service, including call handling, data input, quality assurance and safeguarding
- Escalate difficult queries or complaints in a timely and appropriate way and take responsibility for any individual ongoing actions required
- Participate in the process of developing resources, helping to identify gaps in our information and service provision and working with others to update our information database
- Proactively share intelligence and trends identified through queries, with internal stakeholders
- Participate in providing training/information to helpline staff and other teams
- Contribute to the development of the service to meet evolving users' needs and expectations

### 2. Deliver operational and project tasks within the remit of the Helpline team to support Crohn's & Colitis UK's aims and objectives:

- Carry out tasks and activities, applying good judgement and flexibility to meet the needs of stakeholders.
- Put agreed plans into action, ensuring work is completed accurately, on time and to the required standard.
- Maintain accurate records and follow agreed workflows to ensure consistent and effective delivery
- Use judgement and initiative within agreed policies, procedures and guidance to deliver.
- Work collaboratively with colleagues across the organisation, sharing information and supporting others to achieve shared goals.
- Monitor progress, identify any potential issues and escalate where necessary.

### 3. Diversity & Inclusion

- Ensure equality, diversity and inclusion and the voices of those with Crohn's and Colitis are considered in all aspects of the Helpline teams' work.

### 4. Charity responsibilities

- Ensure the charity operates in compliance with all relevant legislation, regulations and the charity's policies and procedures.
- Ensure the safe, secure and ethical use of all data and information you access. This includes protecting sensitive data, following charity policies and legal requirements and ensuring information is only used for the right purposes.
- Role model best practices and foster a culture of responsible data use at all times. Represent the charity as required at events.
- Role model proactivity and behaviors in line with the charity's values and uphold the reputation and integrity of the charity.
- Work weekends and evenings if required, on a very occasional basis.

The purpose of this job description is to focus attention on the most important aspects of the jobholder's role. It is not intended to be a complete list of the duties; therefore, it is to be expected that the day-to-day performance of the job will include tasks not listed above. The list of duties for which the jobholder is responsible may reasonably be varied or added to at the discretion of the charity.

# What you'll bring

## Knowledge, skills & attitudes

### Essential:

- Significant, demonstrable experience of supporting people, either in the community or via telephone
- Experience of communicating complex information in an accessible straightforward way across multiple channels
- Experience of contributing to multi-team projects whilst being able to manage and deliver individual workload
- Evidence of collaborative working and a team approach
- Excellent IT skills, including Microsoft Office programmes (Outlook, Word, Excel & PowerPoint)
- Excellent interpersonal skills - the ability to deal sensitively and effectively with queries
- Excellent communication skills - clear and concise verbal and written correspondence
- Attention to detail and ability to work methodically to agreed deadlines
- Knowledge and awareness of safeguarding requirements



# What we offer

## Salary

The salary for this position will be £23,384 (£29,231 FTE) per annum depending on experience.

## Annual leave

All staff receive a full-time annual entitlement of 25 days. This increases by one day for each year worked, up to a maximum of 30 days. This is in addition to bank holiday days.

## Salary sacrifice pension scheme

Staff are automatically enrolled into our Group Personal Pension Plan after 3 months, which is offered with two levels of contribution, as outlined below.

Employer contribution % of basic annual salary	Length of pension membership	Employee contribution % of basic annual salary
5%	On joining the scheme	3%
8%	After 6 months the member can choose to move up to this band or stay on the initial rates	5%

## Hours

Our standard working hours are 35 per week and core hours are 10am to 3pm. However, there may be flexibility around these hours with manager agreement. Several roles are undertaken on a part-time basis, and we are open to discussing working arrangements that suit the role, business need and the person in post.

## Additional benefits

We also have a range of flexible, family-friendly policies including enhanced maternity, adoption and paternity pay.

# What's next

We hope this pack has inspired you to join us and given you all the information you need to take the next step. However, if you have any questions about what we do here, the role or need more practical information, don't hesitate to get in touch with Liz Cavallo, Support Services Manager by emailing on:

[liz.cavallo@crohnsandcolitis.org.uk](mailto:liz.cavallo@crohnsandcolitis.org.uk)

If you've got everything you need and you're ready to apply, please send your CV and supporting statement to

[jobs@crohnsandcolitis.org.uk](mailto:jobs@crohnsandcolitis.org.uk).

Your statement should give examples of how you meet the criteria of the person specification, and what you feel you would bring to this role.

**Final closing date: Monday 20 April 2026 at 9am**

Interviews will be held week commencing 27 April 2026

Please note, applications will be assessed as and when they are received, and interviews arranged, so we may close the position before the closing date if a suitable candidate is found.

We are an inclusive employer and offer equal opportunities to all, regardless of an individual's age, disability, gender identity, marriage or civil partnership status, race, religion or belief, sex and sexual orientation.

If you have a disability and wish to request a reasonable adjustment at any stage of the recruitment process, please contact [jobs@crohnsandcolitis.org.uk](mailto:jobs@crohnsandcolitis.org.uk).

We are not a licensed sponsor at this time. Any offer of employment will be made subject to the applicant residing in the UK and a valid right to work in the UK being provided.



Thank you for  
your interest

You can follow us on social media

[f/crohnsandcolitisuk](https://www.facebook.com/crohnsandcolitisuk) [@CrohnsColitisUK](https://twitter.com/CrohnsColitisUK) [@crohnsandcolitisuk](https://www.instagram.com/crohnsandcolitisuk)

[www.crohnsandcolitis.org.uk](http://www.crohnsandcolitis.org.uk)

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**CROHN'S &  
COLITIS UK**